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## 245.16

### Using the Health Services Application

#### Making Referrals

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**Introduction**

The Health Services Application is a common application for these programs:

- WIC
- Medicaid (Title XIX)
- Presumptive Medicaid Eligibility for Pregnant Women
- Maternal Health Services
- Child Health Services

Note: If an applicant is denied Medicaid because they are over income, the application will automatically be referred to *hawk-i*.

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**Print information about Medicaid guidelines**

All WIC applicants must receive print information about the income guidelines for the Medicaid Program unless they are already participating in Medicaid. The *hawk-i* application brochure lists the Medicaid income guidelines.

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**When to use the application**

Offer the Health Services Application to:

- Any WIC applicant who wants to apply for Maternal Health or Child Health services when on-site enrollment is not available in the WIC clinic, and
  - Women  $\geq 19$  years old who want to apply for Presumptive Medicaid Eligibly for Pregnant Women or Medicaid.
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**Provide help**

Offer help completing the application if they have difficulty completing it.

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**Using the form**

The Health Services Application is printed on 8½ X 14-inch paper. When the application is completed, fax or mail it to the appropriate agency. Be sure to record the referral in the WIC data system.

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## Making Referrals, Continued

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**DHS will not process incomplete applications**

The Department of Human Services (DHS) will not process applications that are missing any of the following items — address, date, signature, or “X” in box requesting Medicaid.

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**Completing returned applications**

If DHS returns incomplete applications to your WIC agency, complete the application as described in the table below and return it to DHS.

IF this is missing...	THEN...
address or date	retrieve the information from the WIC data system and record in on the application.
“X” for Medicaid services	fill in the “X.”
signature	call the applicant and ask them to return to the WIC office to sign the application.

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## Receiving WIC Referrals From the Health Services Agreement

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**DHS and MCH will forward applications** The Department of Human Services, Maternal Health providers, and Child Health providers have been instructed to forward referrals to WIC on the Health Services Application. These referrals should be forwarded within two working days of an applicant's visit to DHS, MH or CH. Create a separate follow-up file for these forms.

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**Processing time begins with WIC visit** The processing time for scheduling a WIC certification appointment begins when the applicant first visits **or calls** a WIC agency in person, not when a Health Services Application is completed in another agency.

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**Make agency phone number available** Give local MCH and DHS agencies the local phone number for making WIC appointments.

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**Follow-up on referrals** At the end of each month, follow this procedure for uncompleted referrals.

Step	Action
1	Check each referral form in the follow-up file.
2	Is the applicant in the data system? <ul style="list-style-type: none"> <li>• If <u>yes</u>, go to step 4.</li> <li>• If <u>no</u>, go to step 3.</li> </ul>
3	Contact the applicant to schedule an appointment.  <u>Note:</u> One attempt to contact the applicant is sufficient.
4	Discard the referral form.

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